

SW-02361A-05-0657

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52819

Date: 6/9/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Michael Terry**

Denton

Account Name: Michael Terry Denton

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip [REDACTED]

is: [REDACTED]

Utility Company. **Black Mountain Sewer Corporation**

Division: sewer

Contact Name: Mike Weber

Contact Phone: (623) 935-9367

Nature of Complaint:

From: [REDACTED]

Sent: Thursday, June 08, 2006 3:10 PM

To: Utilities Div - Mailbox

Subject: Arizona Corp. Commission. Black Mountain Sewer Co. Rate Increase Request

6/8/2006

Consumer Services Division
Arizona Corporation Division
Utilities Division
1200 West Washington St.
Phoenix, AZ. 85007

Attn: Commissioners

C/o Carmen Madrid, Customer Service

Subject: Objection to Black Mountain Sewer (BMSC) requested rate increase

I have owned a home in the Boulders since 1990, first as a vacation home for 10 years and then a permanent residence starting in 2000. We failed to discover a channel to express our frustrations with periodic sewer odors during our vacation years. However, we took the issue seriously once we became full time residents.

We request that the commissioners understand we have experienced many different responses from BMSC in their attempt to placate us over the past six years including:

"You can add charcoal filters to your roof vent pipes"

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UTILITY COMPLAINT FORM

"We have placed charcoal filters under certain manhole covers"

"You will always have odors with certain weather conditions"

"We will apply more chemical to eliminate the development of septic gas at the lift stations"

"Our measurement equipment shows there is no odor"

"We are making improvements that will overcome the problem"

"Help us find the problem!"

My career as president of a manufacturers representative company with offices in Washington and Oregon primarily focused my attention on major companies requiring our electronic products such as Boeing, Hewlett Packard, and Microsoft, but our customer list included waste water treatment centers including the King County center which serves 17 cities. During on site visits to various sewer treatment facilities odor was never an experienced condition.

The majority of Carefree property owners have lived in odor free communities all over this country and fail to understand why this utility cannot or will not get their system under control.

The fact that BMSC has undergone three complete management changes in their brief five year history of ownership fails to convince us that any promise will be carried to full implementation without conditions being applied by you our commissioners.

Our further concern is that the application of chemicals to mask odor is of such a temporary nature that it fails to insure against reoccurring problems when the delivery of chemicals is late, in short supply or does not meet system flow factors. Simply, this approach does not get to the root of the problem and results in high operating costs.

Please deny any request to increase rates until the city of Carefree and BMSC implement and guarantee a redevelopment plan for the present and future of the Carefree sewer system that meets the anticipated development of the remaining undeveloped land.

Respectfully,

Michael Terry Denton



"End of Complaint"

Utilities' Response:

Investigator's Comments and Disposition:

6/9/06


Dear Mr. Denton,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your e-mail regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

Sincerely,
Carmen Madrid
Public Utility Consumer Analyst
Arizona Corporation Commission
Utilities Division


6/9/06 opinion noted and filed in docket no. SW-02361A-05-0657. closed

End of Comments

Date Completed: 6/9/2006

Opinion No. 2006 - 52819
